

At a glance

At a glance

Handset park

To rest the handset during a call when the Response 110 is wall mounted.

Redial/Pause

Redials the last number called. Inserts a pause.

Secrecy

Allows you to talk to someone in the same room without the person on the other end of the line hearing your conversation.

Store

Allows you to store up to 10 numbers in the memory.

Quickdial

Enables you to dial phone numbers stored in the memory.

R

Recall button for use with switchboards and BT Select Services.

Microphone

For recording outgoing messages and memos.

Answer On/Off

Switches the answering machine on and off.

Handset catch

Retains handset if wall mounted.

Cover

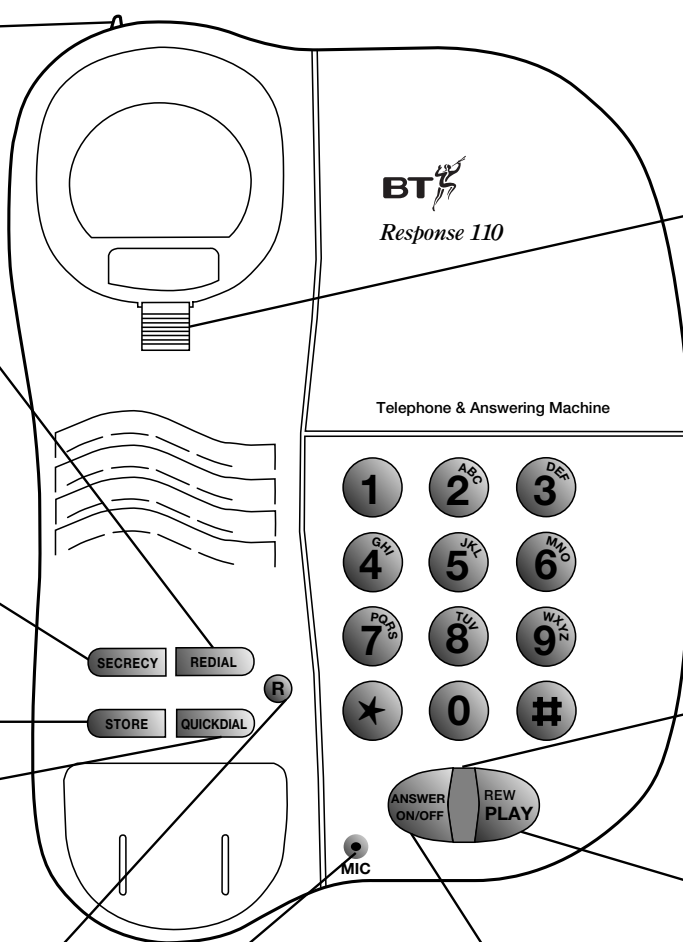
Lift to access further control buttons and the microcassette.

LED

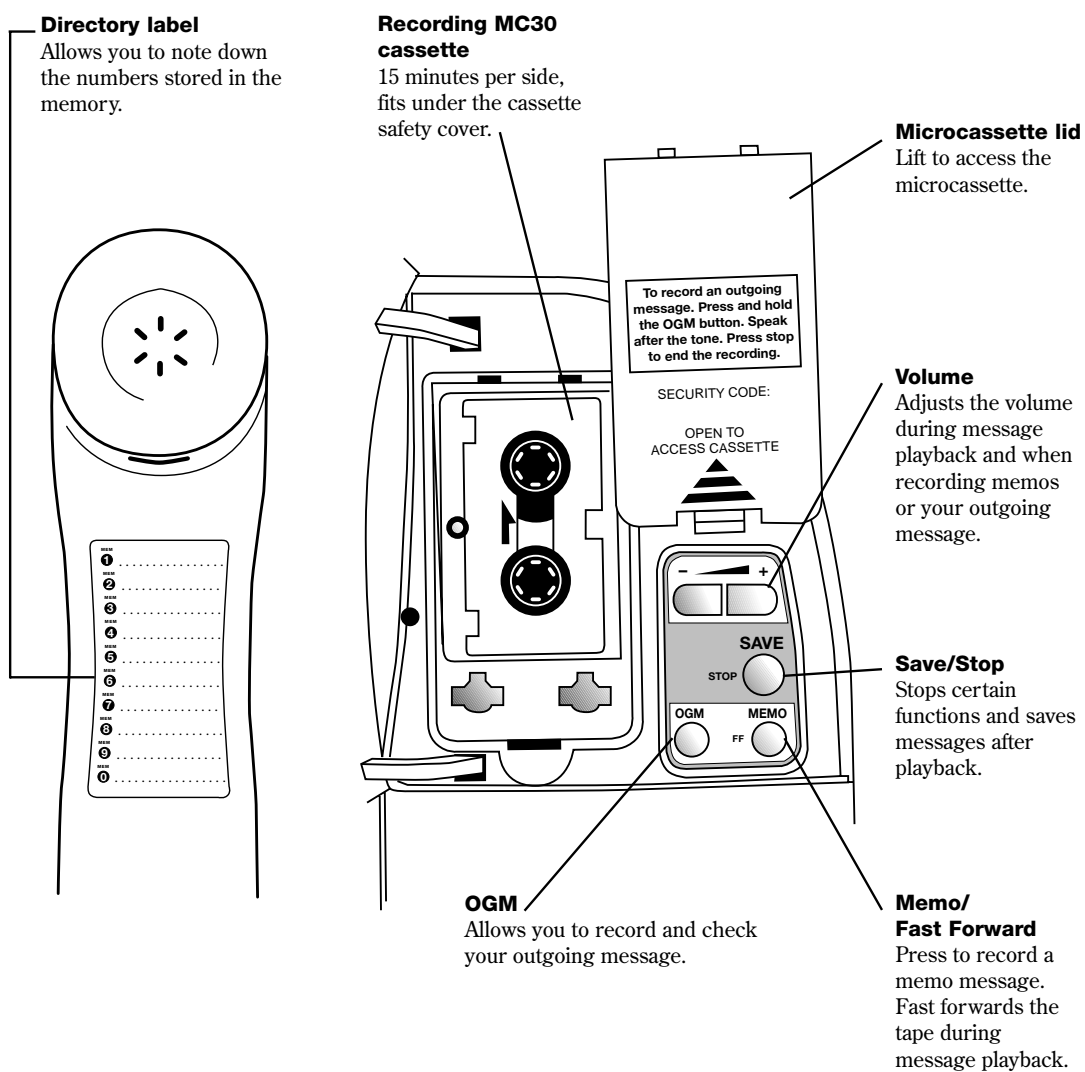
Indicates when the answering machine is switched on/off, or any incoming messages or memos, have been left.

Rewind/Play

Press to play back messages and memos. Rewinds the tape during playback.



At a glance



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Hints and tips boxes
In this user guide, we've included helpful tips and useful notes. They are shown in a grey box.

Introduction

Introduction

Your Response 110 is designed for ease of use and made to the high standards set by BT

We thank you for making the right choice and trust that your Response 110 will give you many years of quality service.

Please read the instructions carefully before use, and keep this user guide for future reference.

For your records

Date of purchase:

Place of purchase:

Serial number:

(on the underside of the machine)

Purchase price:

For guarantee purposes, proof of purchase is required, so please keep your receipt safe.

Check that your Response 110 is complete.

When you unpack you should have:

- Response 110 with telephone line cord attached.
- Mains power adaptor.
- 30 minute MC30 cassette (already fitted) (15 minutes per side).
- 2 screws and 2 Rawlplugs for wall mounting.
- Spare memory label.

Setting up

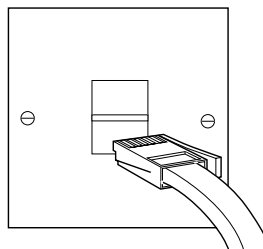
Follow these steps to get your Response 110 ready for use

*Plan where you will put your Response 110.
It should be within two metres of a power socket
and the phone socket.*

Warning

- 1 Do not try to use any power adaptor except the one provided (item code 871036) if you do you may permanently damage your Response 110 and this will invalidate the warranty.

1 Plug your Response 110 into the phone socket

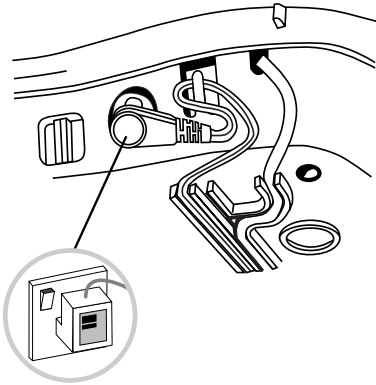


If you do not have a modern phone socket, call **Freefone 0800 800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

Setting up

2 Plug the power cord into the back of the machine

To prevent the power cord being pulled out accidentally, route it behind the clip on the back of the unit.



3 Now plug the adaptor into a convenient mains power socket

When the power is switched on you hear a single beep, the MC30 cassette operates briefly.

4 Set the dial mode



Your Response 110 is pre-set to TONE (TB) dialling. This ensures the phone will work with all modern digital exchanges.

If you dial a number and continue to hear the dialling tone, you may need to switch the phone to PULSE (P) dialling.

5 Set the ringer volume

The ringer switch is located on the back of the base unit. There are three settings.



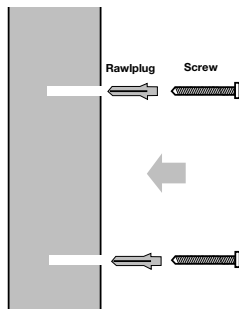
- **HI** – a loud ring.
Your Response 110 is pre-set to this position.
- **LO** – a quiet ring.
- **OFF** – no ring.

6 Wall mounting (optional)

Before you start, make sure that the telephone is in easy reach of the power supply and a telephone socket, and that the wall can support the weight of your Response 110.

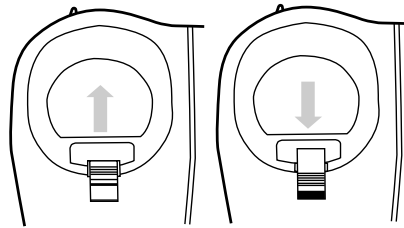
A template is printed at the back of this guide (page 25) which you can use to mark where you will put the screws into the wall.

Drill two holes for the screws and insert the Rawlplugs provided (if you need them). Insert the screws leaving about 2-3 mm sticking out to hang the bracket from.



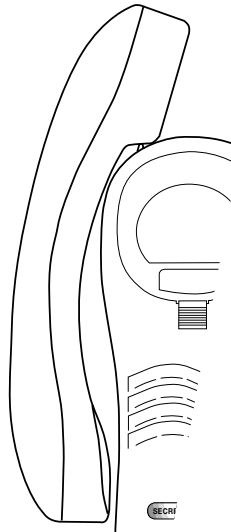
Attach the Response 110 by hooking it over the screws protruding from the wall.

Pull out and turn the handset clip around to prevent the handset from falling off the base when wall mounted.



Handset park

When wall mounted, if you need to temporarily move away from the phone during a conversation, you can hook the handset on the handset park on the top of your Response 110.

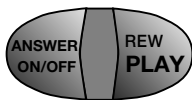


*Using your Response 110
answering machine*

Using your Response 110 answering machine

Switching the answering machine on and off

To switch on



- Press the **ANSWER ON/OFF** button. You will hear a short beep. The tape motor operates briefly and the red **LED** comes on.

To switch off

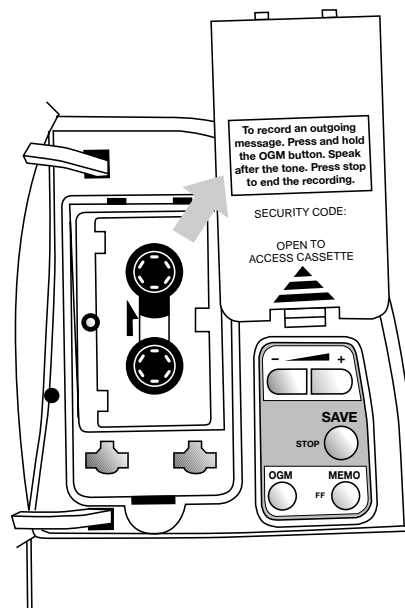
- Press the **ANSWER ON/OFF** button. You will hear a short beep. The red **LED** goes out. Any messages recorded will be saved.

Your Response 110 is supplied and fitted with a 30 minute cassette which gives a total recording time of 15 minutes per side, including the time allowed for your outgoing message. If desired, the tape can be turned over by hand. You will need to record a new outgoing message.

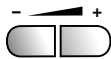
To change your MC30 cassette

Lift the main cover to reveal the control buttons and the cassette safety cover.

- Open the cassette safety cover.
- Check that the **A** side of the MC30 cassette is facing upwards.



To adjust the speaker volume



- Press the volume button on the **+** side to increase the volume. You hear beeps getting louder to indicate the volume level.
- Press the volume button on the **-** side to reduce the volume. The beeps get quieter to indicate the changing volume level.

Pre-recorded outgoing message

The outgoing message is the greeting a caller hears when your Response 110 answers a call. It is supplied with the following pre-recorded outgoing message: *'Hello your call cannot be taken at the moment, so please leave your message after the tone'*. This message can be kept as your outgoing message, or if you prefer, you can replace it by recording your own message.

Please note

Once you have recorded over the pre-recorded message it is permanently erased and you will not be able to retrieve it.

To record your own outgoing message

The outgoing message is the message people hear when they call you.



- Press and hold down the **OGM** button for about 10 seconds or until you hear a long beep.
- Release the **OGM** button and record your message. Speak clearly from about 15/30 cm from the microphone.
- Press the **SAVE/STOP** button to end the recording. Your Response 110 will automatically replay your message.
- You can record an outgoing message of up to 30 seconds.

Your outgoing message may sound something like this "Hello, I'm sorry I can't take your call at present. If you would like to leave a message please speak after the tone".

To record a new outgoing message, repeat the steps above.

To check your outgoing message



- Press and release the **OGM** button. Your message will be played back.

Using your Response 110 answering machine

Receiving messages

Your Response 110 will automatically record incoming calls once it is connected to the mains power and telephone socket and switched to **answer on**.

Your Response 110 is supplied with a 30 minute cassette which gives a total recording time of 15 minutes per side, including the time allowed for your outgoing message. If desired, the tape can be turned over by hand. You will need to record a new outgoing message.

When you get an incoming call, your Response 110 will answer the call after four rings. It will then play your outgoing message and record any incoming messages.

To play back your messages



New messages indicator

Check the red **LED**. If you have new messages, the light flashes.

If there are no new messages, the **LED** will be on.

- Press the **REW/PLAY** button. Your messages are played back in the order they were received.

During playback you can stop, fast forward or rewind the tape.

To pause playback



- Lift the main cover.
- Press the **SAVE/STOP** button. Playback pauses. To resume playback press the **REW/PLAY** button.

To stop playback



- Lift the main cover.
- Press the **SAVE/STOP** button. Playback stops.

To fast forward during playback



- Lift the main cover.
- Press and hold down the **MEMO/FF** button. When you release the button, message playback resumes. If you hear two short beeps, you have reached the end of all the messages. The tape will automatically rewind to the start of the messages.

To rewind during message playback



- Press and hold down the **REW/PLAY** button. When you release the button, message playback resumes. If you hear two short beeps, you have reached the start of all the messages. The tape will automatically start message playback again.

To set your Response 110 to record over existing messages



- Press the **REW/PLAY** button to play back your messages.

When all your messages have been played, wait until you hear two short beeps to indicate that the end of the messages has been reached.

The tape automatically rewinds and resets at the start of the tape. The red **LED** is on continuously.

New incoming messages will be recorded over any existing messages.

To save messages

You can save messages you have played back. New incoming messages will be recorded from the end of the old messages.

Play back your messages and wait for the two short beeps that tells you there are no more messages.



- Lift the main cover and press the **SAVE/STOP** button within 6 seconds.

Your Response 110 resets the tape to record from the end of the previous messages and the red **LED** flashes to indicate that messages are saved.

To save messages after the machine has reset the tape to the beginning

You can still save your old messages as long as no new messages have been received.



- Lift the main cover.
- Press and hold down the **SAVE/STOP** button until you hear a beep.

This may take a little while if you have a lot of messages. The red **LED** flashes to indicate saved messages.

Using your Response 110 answering machine

To delete messages

Once messages have been played back, your Response 110 automatically resets to the beginning of the MC30 cassette. If your messages have not been saved they will be automatically recorded over when new messages are received.

Recording a memo

You can use your Response 110 to record a memo to be played back later. Your machine stores a memo and treats it in exactly the same way as an incoming message. Memos are saved with incoming messages.

To record a memo

Make sure the answering machine is switched on.



- Press and release the **MEMO/FF** button and wait until you hear the beep.
- Record your memo message. Speak clearly into the microphone from about 30 cms.
- Press the **SAVE/STOP** button when you have finished recording.

In the event of a mains power failure.

If your Response 110 answering machine is switched on, it will automatically reset itself when mains power is restored. Your outgoing message and any recorded incoming messages are kept and the red LED will flash to indicate the number of messages recorded.

During power failure, your Response 110 answering machine will not work, but the telephone will continue to work as normal.

Call screening

When the answering machine is switched on, you can hear incoming messages and decide whether to answer them or let your Response 110 continue to take their message. If you decide to answer the call, lift your Response 110's handset and the answering machine will stop and allow you to speak to the caller.

Make sure the speaker volume is set to an audible level when using call screening.

Automatic Call Termination

Your Response 110 will terminate a call under certain conditions.

- *If the caller pauses for longer than six seconds when recording a message.*
- *If your outgoing message (including any tones) is longer than two and a half minutes.*
- *If the tape comes to an end during recording.*
- *If the incoming call is longer than 1 minute.*

BT recommends that your outgoing message should be as brief as possible and that you play back any messages left regularly. This will reset the tape to the beginning and maximise the time available for incoming messages.

*Using your Response 110
telephone*

Using your Response 110 telephone

Using the memory to store and dial numbers

Your Response 110 can store up to 10 phone numbers, each up to 16 digits long, which can be dialled by pressing just two buttons.

Each stored number is allocated one of the ten keypad numbers (**0-9**).

To store a number

STORE

- Lift the handset. The dialling tone can be heard.
- Press the **STORE** button.
- Enter the number you want to store.
- Press the **STORE** button again.
- Press the keypad number (**0-9**) under which you want to store the phone number.
- Replace the handset.

Directory label

Use the directory label to note down the numbers you have stored in the memory. The directory label is on the handset. Please use pencil and not pen.

To insert a pause in a number stored in the memory

REDIAL

When entering a phone number in the memory, press the **REDIAL** button to insert a pause. When you dial the number stored in the memory, your Response 110 will automatically insert a pause where it was stored.

To dial a stored number

QUICKDIAL

- Lift the handset.
- Press the **QUICKDIAL** button.
- Press the (**0-9**) keypad number where you have stored the number you want to dial.

Your number is dialled automatically.

*Stored numbers can include switchboard and BT Select Services using **★** and **#** buttons as well as **PAUSE** and **R** (recall).*

To change a stored number

Repeat the steps for storing a number. The new number will replace the existing stored number.

To redial the last number called

REDIAL

- Lift the handset.
- Press the **REDIAL** button. The last number you called is redialled automatically.

Using the secrecy button

During a conversation you can speak to another person in the room without the caller hearing you.

SECRECY

- Press and **hold down** the **SECRECY** button. Your caller will not be able to hear your voice while you talk to someone else in the room.
- Release the **SECRECY** button and your caller can hear you again.

Connecting to a PBX

Your Response 110 can be used with all approved PBX's. With some PBX's, after dialling the access number (for an outside line), you may have to wait for a moment while the PBX connects you to the outside line. If this is the case, dial the access number and then press the **REDIAL/PAUSE** button before dialling the number you want.

Using the R (Recall) button



The **R** button can be used in conjunction with BT's Select Services. If you are a BT customer connected to a digital exchange, you can subscribe to a range of BT Select Services. If you wish to subscribe to any of these services, contact us on **Freefone 0800 800 150** for residential customers (8am to 8pm Monday to Saturday) and **Freefone 0800 800 152** for business customers (8am to 8pm, Monday to Friday and 8am to 6pm Saturday).

If your Response 110 is connected to a switchboard, the **R** button enables you to use features provided by the switchboard. Ask your communications manager or switchboard supplier for details.

If you are not a BT customer, please contact your network provider for information about their network-based services.

Additional features

Additional features

Remote access

You can switch on your Response 110 or play back messages and memos from another phone using a *TouchTone*™ telephone keypad.

To play back messages and memos you need to use your machine's security code. The code is printed on a label on the cassette lid.

During playback, your Response 110 will pause after approximately 3 minutes. You will hear 2 short beeps. If you wish to continue playing your messages, enter your security code WITHIN 5 SECONDS of hearing the beeps, holding it down for 3 seconds. If you do not, your Response 110 will hang up and rewind to the beginning of the messages. Remember, your code must be held down for 3 seconds. The beeps indicate a pause and will be repeated every 3 minutes throughout the call until the end of the messages.

To switch on your Response 110 from another phone

If you forget to switch on your Response 110:

- Dial your phone number. After 10-12 rings, your Response 110 will answer and you hear two beeps.
- Enter your security code after the two beeps, holding the button down for 3 seconds. You hear a beep to indicate the number has been accepted.
- Your outgoing message is played.
- Hang up. Your Response 110 is now switched on.

Certain telephones and some public payphones may not generate a continuous tone. If so we recommend that you purchase a tone caller, these are readily available from BT.

To record a new outgoing message remotely**Changing your outgoing message**

A new outgoing message can only be recorded from another phone when there are no incoming messages saved or stored. If you have messages, play them back as shown above and hang up to reset the tape to the beginning.

Dial your number and let your Response 110 answer your call. Wait until you hear your current outgoing message followed by a melody then a beep.

- Enter your security code, holding the button down for 3 seconds. You hear four short beeps.
- Enter your security code again, holding the button down for 3 seconds. You hear two beeps and a melody while your Response 110 sets the tape ready for recording.
- When you hear a single beep, record your new outgoing message, speaking clearly into the mouthpiece.
- When you have finished recording, wait for 2 seconds and enter your security code, holding the button down for 3 seconds.
- You hear one beep and a melody then your new outgoing message is played back to you.
- Hang up. The new message is now set.

To play back your messages remotely

- Dial your phone number. Wait until your outgoing message has finished and you hear the beep.
- Enter your security code, holding the button down for 3 seconds.

If you have messages:

- You hear two beeps then a melody followed by your messages.

After the last message has been played, you hear two beeps.

Hang up to reset the MC30 cassette to the beginning – or you can save your messages or replay your messages.

If you have no messages:

- You hear four short beeps, you can then hang up.

To save your messages:

After your messages have been played, wait until you hear the two short beeps.

- Enter your security code, holding the button down for 3 seconds. You hear two short beeps.
- Hang up. Your Response 110 will record any new messages after the end of your old messages.

Additional features

To replay your messages

After your messages have been played, wait until you hear the two short beeps.

- Enter your security code, holding the button down for 3 seconds. You hear two short beeps.
- Enter your security code again, holding the button down for 3 seconds. You hear two beeps followed by a melody while your tape is rewinding.
- Your messages are played back to you.

You can now hang up to reset your machine, or follow the steps above to save or replay your messages once more.

If the MC30 cassette becomes full

Your Response 110 answers the call as normal but your outgoing message is followed by four beeps.

- Enter your security code, holding the button down for 3 seconds. 2 beeps are heard followed by the melody and a long beep.
- The MC30 cassette will be reset to the beginning and start to play messages.

Help If you have any problems using your Response 110, try the following solutions

No dialling tone

Is the line cord connected to the socket and the telephone? Has the handset been left off by mistake?

You dial and nothing happens

You may be connected to an exchange which has not been modernised. Call BT on **Freefone 0800 800 150** for information.

Set the mode switch to **P** (See Setting up, page 6.)

The phone does not ring

Check that the phone is connected to the line.

Are there too many other phones or fax machines plugged in which could be overloading the line? (See Ringer Equivalence Number, page 22.) Have you turned the ringer off? (See page 6.)

The machine doesn't take messages.

Is the answering machine switched on?

There is a silence on the tape in the middle of the messages

You may have pressed the **MEMO/FF** button and recorded a 'silent' message.

The machine cannot be operated from another phone

You may be calling through an old-style exchange or the phone you are using may not be set to tone dialling.

You may be pressing the buttons too quickly.

Check that you are using the correct security code.

Note: some cordless telephones or payphones may not be compatible.

The machine won't save messages

You must play back all incoming messages before you can save them. Wait until you hear two beeps and allow the tape to rewind before attempting to save messages. (See Setting up page 11.)

Poor sound quality

The tape may be worn out and need replacing. You can fit only an MC30 cassette in to your Response 110.

The tape head may need cleaning.
(See Maintenance page 21.)

Call screening does not appear to work

Is the volume set too low?

Help

Emergency calls

The emergency services can be contacted in the UK by dialling 999 or 112 which is valid in any country that is a member of the European Community.

If your Response 110 is connected to a switchboard, you may have to dial an access number before 999 or 112 to contact the emergency services. Some switchboards cannot dial out during a power failure.

Customer Helpline

*If you still experience problems, please call the BT Helpline between 9.00am and 5.30pm Monday to Friday on **0845 769 7146** (calls charged at the local BT rate).*

Maintenance

General

- Wipe the case clean with a damp cloth.
- Clean the tape heads, pinch rollers and capstan every few months with a proper tape machine cleaning fluid.
- Blow any dust from the tape deck.
- **Do not** use spray or abrasive cleaners as they can damage the internal components or polished surfaces.
- Avoid areas of high humidity.
- Keep out of direct sunlight.

Service

Within the guarantee period

If you experience a problem with your Response 110, you should contact the BT Helpline between 9.00am and 5.30pm Monday to Friday on **0845 769 7146** (calls charged at local BT rate). If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside the guarantee period

If your Response 110 is over 12 months old or it has been accidentally damaged you will have to pay for its repair, you will need to ring **0845 304 346** who will then advise you of how to arrange this.

Technical information

Technical information

Official approval

The Response 110 is tested and approved for connection to the UK telecommunications network, provided that it is used in accordance with the guidelines in this booklet.

You may connect it to

- direct exchange lines;
- extensions with new plug and socket; arrangements provided with these direct exchange lines;
- compatible PBX's.

You may not connect it

- to shared service (party) lines;
- as an extension to a payphone.

**This product is designed for UK use only.
Using it overseas may violate local laws.**

Ringer Equivalence Number (REN)

If you connect too many telephones or other devices to your telephone line, they may not ring correctly. To work out how many telephones and devices can be connected to your line, add together all the RENs of all the apparatus you wish to connect. If this total exceeds 4, they may not ring or operate correctly.

The REN of your Response 110 and the majority of telephones in the UK (unless otherwise marked) is 1.

If you are connecting your Response 110 to a PBX

Your Response 110 is only approved for use with compatible PBX's. For a list of suitable PBX's, telephone BT on **Freefone 0800 800 154**. If you do not have a compatible PBX, the Response 110 cannot be guaranteed to operate correctly under every possible condition of connection.

Safety advice

- Don't install the Response 110 near a sink, bath or shower. Electrical appliances can cause serious injury if used when you are wet or standing in water.
- Don't install the Response 110 where the various leads can be tripped over, walked on or moved. This may cause injury or damage to the leads and your Response 110.

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Wall mounting template

If wall mounting your Response 110, use this guide to position two 5mm drill holes 73mm apart (one above the other).





*Offices in Europe, North America,
Japan and Asia Pacific.*

The Telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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CE compliant to 89/336/EEC
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Voltage Directive)

APPROVED for connection to
telecommunication systems specified
in the instructions for use subject to
the conditions set out in them



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